

IRS REQUESTS COMMENTS ON ADDITIONAL BALANCED MEASURES

WASHINGTON -- The Internal Revenue Service is inviting comments from taxpayers and tax professionals on additional specific measures in the agency's new Balanced Measurement System.

Earlier this year, the IRS requested comments on balanced measures affecting seven major areas of operation. Measures are now developed and ready for comment in three additional areas: Criminal Investigations, Information Systems and Submission Processing. The specific measures are available on-line through the Tax Professionals' Corner section of the IRS Web site at www.irs.gov or by writing to the IRS at the address listed below.

"With the recommended balanced measures for Criminal Investigations, Information Systems, and Submission Processing, we are moving closer to fully administering these measures throughout the agency," said IRS Commissioner Charles O. Rossotti.

The IRS Balanced Measurement System includes measures of organizational performance that will help equalize customer satisfaction, employee satisfaction and business results.

Developing and implementing a balanced set of performance measures is a key component of the IRS's modernization effort and its renewed commitment to customer service. Input from the public, as with the first set of comments, will be used in the continuous improvement of the measures.

The IRS will make the comments it receives available to the public. Therefore, commentators should not include personal tax data or other information that they do not want disclosed. Comments are requested by August 15, 2000 and may be sent to the Internal Revenue Service, Attn: C:DO:OPME (Office of Organizational Performance Management), Room 1136, Washington, DC 20224. Comments may also be submitted electronically through either the Newsstand or What's Hot section of the IRS Web site, www.irs.gov.

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